United States Department of the Interior

Integrated Charge Card Program Guide

This page intentionally left blank.

TABLE OF CONTENTS

This page intentionally left blank.

INTRODUCTION

The Department of the Interior's integrated charge card for travel, fleet, and purchases is Bank of America's MasterCard. This card is specifically designed with the "United States of America" printed next to the seal and the words "For Official Government Use Only, U.S. Department of the Interior, Tax Exempt ID 1400001849" printed on the card to avoid being mistaken for a personal credit card.

Use of the card is subject to Federal and Department of the Interior regulations as described in this Guide and any Bureau/Office supplemental guidance. Cardholder accounts are not private: they are subject to review. The policies and procedures prescribed in this Guide are designed to ensure sound program management and management controls, and to define allowable use and limitations for charge cards and convenience checks.

The term "charge card" rather than "credit card" is used because the cardholder is required to pay their individually billed balance in full upon receipt of the statement of account. Credit is not being provided to spread payments over a period of time.

The goal of the Integrated Charge Card Program is to improve mission support, streamline and standardize operations, increase card use by maximizing card acceptance for all types of transactions, reduce administrative costs, and outsource transaction processing.

This Guide establishes policy and procedures for using the Department of the Interior integrated charge card for official travel, purchase and/or fleet transactions. The Office of Acquisition and Property Management (PAM), in cooperation with the Office of Financial Management (PFM), is responsible for issuing this Guide. Please address any comments or questions regarding the Guide to Director, Office of Acquisition and Property Management, U.S. Department of the Interior, 1849 C Street N.W., MS 5512, Washington, D.C. 20240. Additional information on the charge card program is available on the Internet at **http://www.doi.gov/pam/chargecard/**

The MasterCard is the only charge card that may be used for Department of the Interior travel, purchase, and fleet requirements. There are limited exceptions applicable only to fleet, e.g., vehicles in the GSA Interagency Fleet Management System, selected vehicles and aircraft in Canada during the summer field season, and law enforcement.

An account may be established in just one business line or in a combination of the travel, purchase, and fleet business lines. See Exhibit 1-1, General Guideline to Charge Card Use By Business Line.

General contact information for the Bank of America is:

> Bank of America
> Government Card Services Unit (GCSU)
> P.O. Box 1637
> Norfolk, Virginia 23501-1637

(contact information continued on next page)

Telephone Numbers: 1-800-472-1424 (domestic free call); 1-800-672-0779 (TTY/TDD access)

Toll-Free Overseas Calling: Contact the AT&T Direct Access Number for the country you are in and follow the instructions below. For a complete listing of all access numbers worldwide, please refer to: www.att.com/tollfree/international/dialguide.

Dialing Instructions:

1. Make sure you have an outside line.
2. Enter the AT&T Direct Access Number for the country you are in. For example, in Germany, it is 0-800-2255-288.
3. An English-language voice prompt or an AT&T Operator will ask you for the 800, 877, or 888 number you are calling. Please provide the operator with 800-472-1424.
4. You may also need to enter the toll-free (800-472-1424) number you wish to reach using the telephone key pad (there is no need to dial "1" before the toll-free number.)

RELATED INFORMATION AND REFERENCES

Additional guidance is contained in the following documents:

- The Federal Supply Schedule (FSS) for the SmartPay Program and the GSA Fleet, Travel, and Purchase Payment System Program Guideline
- The MasterCard Government Card Guide to Benefits
- Treasury Financial Manual (TFM) 4-4500
- Federal Travel Regulation (41 CFR 300-304)
- Part 347 Departmental Manual - Federal Travel Regulation (FTR) Implementing Instructions
- Debt Collection Improvement Act of 1996
- Department of the Interior Financial Administration Memoranda
- Federal Acquisition Regulation (FAR) Parts 4, 8, 13 and 32
- Department of the Interior Acquisition Regulation (DIAR) Parts 1401 and 1413
- Bureau/Office Supplements
- Department of the Interior Contracting Officers Warrant System Manual
- Federal Property Management Regulation, 41 CFR, Chapter 101
- Government Printing and Binding Regulation, Government Printing Office
- Agreement Between the DOI Employee and Bank of America
- 370 DM 752, Appendix A, as revised, DOI Personnel Policy

SECTION 1. GENERAL

Issuance of the government charge card is limited to individuals who are employees of an executive agency or members of the Armed Forces of the United States. See FAR 1.603-3 Appointment. The purchase of travel and transportation tickets for contractors is prohibited (with or without the charge card). See FAM 98-023 (II.G.1.)

Employees may only have one active charge card account. The exceptions are the uniform card (BLM only) and certain Bureau employees who pilot OAS aircraft.

1.1 Charge Card Delivery. For standard delivery, a new cardholder will receive:

- An activation letter that explains how they should activate their new card;
- A card transmittal mailing that includes the new card and the Agreement between the Department of the Interior Employee and Bank of America, N.A. (USA);
- An ATM PIN letter with the initial PIN and explanation of how to customize the PIN; and
- An EAGLS User Identification Number and Password.

The average processing time between submitting a properly prepared application and receiving a card is approximately ten days. Cards needed sooner in a mission-related emergency (fire, flood, hurricane response, etc.,) can be shipped via FedEx second-day delivery. Any application with the appropriate emergency flag received prior to 3:00 PM Eastern Time will be processed that same day. If the application is received after that time, it will be processed the following day. The cardholder will still receive the same mailings, but they will receive the charge card transmittal first.

1.1.1 New Employees. New employees who are expected to travel on official business are required to apply for a charge card in the travel business line within 30 calendar days of their appointment. Employees who have delinquent account balances from a previous Government travel charge card will be required to satisfy their existing obligation before a new card can be issued. Note: Vacancy announcements should indicate that employees must obtain a charge card if required to travel.

1.2 Roles and Responsibilities

1.2.1 Assistant Secretary – Policy, Management, and Budget (AS-PMB) has overall responsibility for managing the program, ensuring that the program compiles with Federal and Departmental laws and/or regulations, and monitoring program effectiveness.

1.2.2 Director, Office of Acquisition and Property Management (PAM) has oversight and policy responsibility for purchase and fleet business lines and serves as the point of contact for GSA. PAM shall provide leadership for the program, establish management reports for the purchase and fleet programs, and assistance to A/OPCs.

1.2.3 Director, Office of Financial Management (PFM) has policy responsibility for the travel business line. PFM shall develop Departmental policy regarding delinquency management for the travel business line use, establish management reports for the travel program, confer with A/OPCs and finance offices regarding the travel business line issues, and support PAM in overseeing the charge card program by developing and issuing guidance regarding management controls and financial aspects.

1.2.4 National Business Center (NBC) has the operational responsibility to carry out the policies issued by PAM and PFM. NBC is the primary point of contact for providing support services to DOI Bureaus and other Federal agencies on a cross servicing or tag-along basis. NBC activities may include contract administration activity, bureau implementation support, system interfaces to finance and property systems, Departmental reporting and data administration, development and delivery of training classes, management control reviews, program development and operations refinement, security administration, payroll offset administration, and help desk support.

1.2.5 Office of Inspector General (OIG) is responsible for conducting audits or arranging for investigations when violations of Federal fraud statutes are suspected or alleged. Any allegation or complaint concerning suspected misuse must be reported to the OIG. Following initial review of an allegation or complaint, the OIG will either open an investigation or refer the matter back to the Bureau/ Office for administrative action. The 24-hour toll free hotline number for the OIG is 1-800-424-5081.

1.2.6 Assistant Directors for Administration (ADAs) have overall responsibility for the day-to-day oversight of the charge card program in each bureau/office. This includes designating an A/OPC and other appropriate officials to oversee the charge card program; developing bureau-specific procedures for card use; ensuring program management, security, and cardholder accountability; overseeing account reconciliation and payment; conducting scheduled documentation and transaction reviews; and initiating bureau accounts with the charge card contractor. NOTE: Some bureaus/offices may not use the Assistant Director for Administration title; in these instances, the position equivalent to Assistant Director for Administration has these responsibilities.

1.2.6.1 Bureau/Office Requirements. Bureau policy, which may be more restrictive than Departmental policy but not less, must at a minimum include the following:

- Identification of key management officials and their responsibilities
- Training requirements for cardholders and approving officials (on-going)
- Documentation and record retention requirements
- Exit procedures for exiting cardholders (See Section 1.9. When a Cardholder leaves DOI)
- Management controls, including scheduled reviews of transaction records, frequency of reviews, and review methodology, e.g., transaction review by sampling, use of EAGLS reports, and/or other methods
- A process for getting accountable/sensitive property entered into the property system and properly marked

1.2.6.2 Agency/Organization Program Coordinator (A/OPC) is a bureau/office's primary liaison with the charge card contractor and PAM, PFM, and NBC. The A/OPC's responsibilities include overseeing the establishment and maintenance of master file/official cardholder listings and related office credit limitations. A/OPCs may be supported by regional or field A/OPCs with distinct responsibilities. A/OPCs at all levels are authorized to cancel charge cards and suspend accounts, report allegations of charge card misuse to the OIG for further investigation, and to interact with cardholders' supervisors regarding other misuse and payment delinquency issues. Specifically, A/OPCs will:

- Provide advice and assistance to managers, supervisors, approving officials, cardholders, and others as requested.

- Conduct or participate in charge card reviews in accordance with Departmental and bureau charge card policy.
- Carefully review all cardholder applications and requests.
- Get the word out to employees with their bureau/office regarding charge card “scams” by vendors or other parties.

Field and/or regional A/OPCs must report to the next higher level A/OPC any cases they become aware that either:

- First-line supervisors do not take action when informed of cardholder misuse or payment delinquency, or
- The supervisor’s directions to the cardholder resulted in card misuse.

1.2.6.3 Approving Official/Reviewing Official is responsible for oversight and monitoring of designated cardholders’ compliance with applicable laws, regulations, and procedures. Approving officials are required to report allegations of charge card misuse to the OIG for further investigation, and to counsel or advise cardholders’ and/or supervisors regarding other misuse and payment delinquency**.** To aid approving officials in carrying out these duties all approving officials are required to complete the Department of the Interior Charge Training for Approving Officials.

Questions regarding the propriety of transactions reviewed should go to finance and acquisition specialists. Issues may also be addressed to the A/OPC or fleet manager as applicable. Cardholders may not be their own approving officials. A checklist is included to facilitate the review process. See Exhibit 1-2.

1.2.6.4 Managers, Supervisors and Approving Officials must:

- Review cardholder statements of account and supporting documentation on at least a monthly basis
- Investigate and report instances of apparent misuse to the A/OPC for assistance resolving.
- Counsel employees regarding possible adverse actions resulting from a past due balance.
- Sign the front of each cardholder's statement of account as indication you approve all transactions as needed to support the office mission (note: this duty may not be redelegated).
- Make sure employees are correctly trained in the proper use of the charge card.
- Watch spending patterns and vendor sources (a sudden unexplained increase in purchases or charges, or questionable vendor sources, may indicate a problem).
- Ensure that accountable/sensitive property is entered into property system.

1.2.6.5 Cardholder is responsible, upon receiving the card for verifying that their name is correct, reading the enclosed information, and following instructions for activating the card. Cardholders are also responsible for ensuring the security of their charge card and convenience checks, using their charge card only for official authorized purposes, reviewing their statement of account each month and verifying charges, paying all undisputed individually billed charges on time, complying with DOI charge card guidelines and bureau supplements, and complying with the Agreement between the Department of the Interior Employee and Bank of America, N.A. (USA). Errors and discrepancies must be promptly identified and disputes or transaction transfers initiated, as necessary. Cardholders must maintain accurate and complete records supporting their charge card transactions, including original receipts and any required approvals or justifications.

Proper use and safeguarding of charge cards is the responsibility of each cardholder. Accordingly, cardholders should take appropriate precautions comparable to those they would take to secure their own personal checks, credit cards, or cash. Improper and unauthorized use of the charge card or convenience checks and/or failure to maintain supporting documentation may render the cardholder personally liable for payment; cardholders may also have their charge card privileges withdrawn and/or be subject to disciplinary action pursuant to Federal, Departmental, and bureau standards. See 370 DM 752, DOI Personnel Policy, Appendix A, as revised.

Based on guidance from the Federal Trade Commission everyone with a charge card should *do* the following:

- Sign and activate charge cards as soon as they arrive.
- For over-the-counter purchases, keep an eye on cards during the card swiping transaction and get the card back as quickly as possible.
- Void incorrect receipts.
- Destroy carbons.
- Retain receipts to compare with billing statements and keep them on file in accordance with applicable record retention requirements (see the following sections: Travel business line, Section 2.8; Purchase business line, Section 3.8; Fleet business line, Section 4.9).
- Open or access billing statements promptly and reconcile accounts at least monthly.
- Dispute any questionable charges promptly. See Section 1.14, Disputes.

Cardholders should *not* do the following:

- Sign a blank receipt (draw a line through any blank spaces above the total).
- Write the account number on a postcard or the outside of an envelope.
- Give out their account number over the phone unless the cardholder is making the call to a company known to be reputable.
- Leave the card, convenience checks, personal identification number (PIN), passwords, or charge card billing statement information (on paper or in electronic format) unattended; convenience checks and cards must be kept in a secure place when not in use.
- Allow anyone else to use the card, convenience checks, account number, PIN, or other sensitive information related to the charge card; charge cards are *not* transferable.

1.3 Delegation of Authority.

1.3.1 Micro-purchases. Bureau/office personnel without contracting officer warrants awarded under the DOI Contracting Officers Warrant System Manual may be authorized to use the charge card as a means of making and/or paying for micro-purchases of supplies and services, i.e., purchases of up to $2,500 for supplies and services except for construction. The micro-purchase threshold for construction services is $2,000.

1.3.1.1 Appointment. Appointment/delegation of micro-purchase authority is built into the application and charge card issuance process. The integrated charge card vendor Bank of America is the record holder. Use of the card may not be re-delegated or transferred.

Issuance of a charge card with micro-purchase authority is contingent upon:

- successful completion of charge card training including micopurchases policy and procedures; and
- submission of an application approved by the employee's supervisor.

Receipt of the government issued Bank of America MasterCard with the employee's name embossed on it is deemed to be delegation of authority. In addition to the requirements above authority to issue convenience checks also requires the employee's successful completion of convenience check training.

1.3.1.2 Termination of charge card and check writing authority may be made for cause, e.g., card misuse, improper use of micro-purchase authority, payment delinquencies, suspension or cancellation of other charge card business lines, failure to maintain supporting documentation, or administrative reasons, e.g., lack of requirement for purchase authority, transfer to a new duty station. Cancellation of any business line for other than administrative reasons will result in cancellation of the card.

1.3.2 Simplified Acquisitions. Bureau and office personnel with contracting officer's warrant authority delegated in accordance with the DOI Contracting Warrant System Manual are authorized to use the charge card as a means of making micro-purchases (procurement method) and to pay for purchases of supplies and services above the micro-purchase level up to their open market warrant limit (as a payment method) for open market purchases and their authorized "established sources" limit (as a payment method) for JWOD, FPI, GWAC, MAS, GSA Advantage, and Bureau or DOI IDIQ contract orders.

1.4 Administrative.

1.4.1 Program Orientation and Training. It is important that cardholders, A/OPCs, and approving officials understand their roles and responsibilities. All cardholders, A/OPCs, and approving officials must review and/or become familiar with:

- Departmental and Bureau/Office charge card program policy, procedures, and guidelines.
- The agreement between the Department of the Interior Employee and Bank of America, N.A. (USA).
- The MasterCard Guide to Benefits.

In addition to specific training requirements described in this document, for each business line, bureaus may require prospective cardholders to complete in-house or commercial charge card training prior to application or charge card issuance.

1.4.2 Tax Exemption. Most state laws and regulations limit tax exemption status to direct payment by the Government, e.g., centrally billed transactions such as supplies. State-specific tax information is on the Internet at http://www.fss.gsa.gov/services/gsa-smartpay/taxletter/ and on DOI's web page at www.doi.gov/pam/exempt.html. Cardholders must inform vendors of their exempt status. A/OPCs will assist cardholders as needed. DOI's tax-exempt identification number "1400001849" is printed on each card. That number has been registered with state taxation authorities nationwide and in the U.S. territories.

General governmentwide tax exemption status is also coded in the prefix of the 16-digit charge card account number on the face of the charge card; i.e., the prefix number 5568 16 for employee cards or 5568 86 for vehicles or motorized equipment.

1.5 Waivers/Deviations. Bureaus/offices are encouraged to test innovative practices through pilot programs to enhance the program and continuously improve operations. Prior to doing so, approval must be obtained. Deviations/waivers from DOI charge card policy may also be requested.

Requests for waivers related to the purchase and fleet business lines should be submitted to the Director, PAM. Requests related to the travel business line should be submitted to the Director, PFM. All requests for deviations/waivers must be requested by the Assistant Director for Administration and must include:

- A description of how the requested authority differs from the current program.
- Why the deviation is needed; include any historical data available.
- Management controls that will be put in place.
- Impact if request is approved or denied; examples of expected cost reductions or streamlining of time delays in processing actions and note the effect on performance (time and/or dollar amount.)
- When requested on a class basis, document the total number of people and/or transactions to be affected.

For waivers/deviations related to the travel business line, see Section 2. Travel. If the waiver/deviation requested affects the terms and conditions of the GSA contract, the DOI Integrated Charge Card Task Order Contracting Officer will request approval from GSA.

1.6 Management Controls.

1.6.1 Reports. As the program matures, increased online technology will be available via EAGLS to assist A/OPCs, approving officials, and accounting staff in program management and budget and trend tracking. See Appendix D.

1.6.1.1 Exception Reports can identify, down to the individual transaction level, expenditures that are questionable or vary from a cardholder's standard buying practices. These reports are available to supervisors, managers, A/OPCs, and approving officials. See Appendix D for available reports training or your Bureau/Office A/OPC for assistance.

1.6.2 Misuse. If it is suspected that a charge card is being misused, this should be reported to the Bureau A/OPC, the cardholder's supervisor, and the OIG. The supervisor is required to take immediate action to gather facts and discuss the incident with the employee. If the supervisor is not satisfied that the incident was not intentional and/or did not result in loss to the Government, they must counsel the employee and take any action to administratively limit, temporarily suspend, or cancel charge card authority and, if appropriate, take action based on guidance in the DOI Personnel Handbook Part 2. "Charges and Penalty Selection for Disciplinary and Adverse Actions". The bureau A/OPC must monitor the situation and be available to the supervisor for consultation.

Misuse of a charge card may result in a repayment of unauthorized charges, suspension or cancellation of charge card privileges, requirements to complete remedial training, written or oral reprimands, warnings or admonishment, suspension without pay, revocation of a contracting officer's warrant, loss of driving privileges, and/or termination of employment.

Some examples of cardholder misuse include:

- ATM withdrawals with no associated travel
- ATM withdrawals that exceed the anticipated M&IE amount for the trip
- Not paying the full amount due on the statement of account on time
- Cardholders letting others use their card and/or account number
- Writing convenience checks to "cash" or to other employees
- Splitting transactions to avoid the single purchase limit
- Purchasing fuel for a privately owned vehicle
- Using the card for expenses not related to official business

Some indicators of possible charge card misuse or fraud by vendors or other parties include:

- Unsolicited telephone calls or offers by individuals who request a cardholder's charge card account number or social security number. (Do not provide this information unless you initiated the call or request.);
- Unsolicited or unannounced calls from individuals claiming to represent Bank of America who request card account, social security, or other information (Bank of America will always announce any such requests for information formally and in advance or coordinate requests for such information through your respective A/OPCs); and
- Unexplained and/or improper charges made to a charge account (cardholders should notify their A/OPC and the Bank of America fraud unit).

1.7 <u>When a Cardholder Changes Offices (and remains in the same Bureau).</u> When a cardholder changes offices or positions staying within the same Bureau the card can be transferred with the cardholder, e.g., moves from BLM, Burns District Office, Oregon to BLM, Montana State Office.

1.8 <u>When a Cardholder Changes Bureaus.</u> When a cardholder leaves one DOI bureau to go to another DOI bureau, the losing bureau must close the current account and destroy the card and any convenience checks; and follow bureau exit/clearance procedures. A new account must not be issued until the original account has a zero balance and the old account is closed. The gaining bureau will set up a new account and issue a new card. Also see Section 2.6 Permanent Change of Duty Station (PCS) Use.

1.9 <u>When a Cardholder Leaves DOI.</u> When a cardholder resigns, transfers, or is terminated, the surrender and destruction of charge cards and convenience checks, closing of the account, and cancellation of EAGLS access must be part of the final employee clearance process. Any records in the cardholder's possession must be turned over to the A/OPC unless otherwise specified in Bureau policy.

- Close employee's account and EAGLS access, if applicable.
- Verify the account status in EAGLS and determine whether any amounts are due.
- Request a check from the employee payable to Bank of America for the full amount of any outstanding, individually billed balance.

- Inform the exiting employee that if they have an outstanding balance, the charge card contractor will be notified of their departure and provided with the employee's forwarding address.
- Notify Bank of America and provide a forwarding address if applicable (may be done either in EAGLS or by phone).
- Refer to individual business line for disposition of records.

US Geological Survey Manual Section 344.16 - Employee Clearance is attached as an example. See Exhibit 1-3.

1.10 Using the Card over the Internet. Internet shopping on "required source" and commercial websites is rapidly expanding. Cardholders may use the card to transact official business over the Internet. However, in doing so, cardholders must keep the following guidance in mind:

- Know whom you are dealing with. Cardholders may check unknown vendors through the Better Business Bureau or the state attorney general's office.
- Protect Privacy. Provide personal information only if it is known who is collecting it, why, and how it's going to be used.
- Guard Passwords. Use different passwords when making a purchase than you use to log on to your computer or network.
- Order only on a secure server. Look for an unbroken key or closed padlock picture at the bottom of the browser window, or the letters https in the web site's URL, to ensure your transmission is protected. Buy only from web vendors that protect your charge card information when you order on-line.
- Check shipping and handling fees; do not forget to factor these into the cost of the order. Choose the delivery option that best meets your needs and track your purchases. Keep printouts of the web pages with details about the transaction, including return policies if you are not satisfied. Buyer Beware: Some vendors have different return policies for items purchased over the Internet versus items purchased on-site at store locations. Make sure that the vendor's return policy is favorable.

1.11 EAGLS (Electronic Account Government Ledger System). EAGLS is Bank of America's web-based desktop management tool designed to perform many of the day-to-day activities online from a PC. EAGLS access is available to every cardholder, A/OPC, and approving official. Examples of EAGLS online functions include daily, administrative tasks such as:

- Account maintenance;
- Modification of spending controls;
- Review of individual and central account statements and current transactions;
- Initiation of disputes;
- Reallocation of charges to specific cost centers from the cardholder's default master accounting code; and
- Requesting, viewing, and printing standard reports using the EAGLS Reports feature.

Access to these functions is based upon an individual's roles and duties.

EAGLS users will need:

- An EAGLS ID and password (from Bank of America)
- NT or Windows 95 (or later version such as Windows 97 or 98)
- Netscape 4.0 or Internet Explorer 4.0
- Modem with 28,800 baud rate or higher

The EAGLS URL is*: www.gov-eagls.bankofamerica.com*

1.12 Merchant Category Codes. Merchants worldwide who accept the charge card are registered in various business categories known as merchant category codes (MCCs). In order to automate the interface between the Bank of America system and DOI's accounting systems, the MCCs were designated as travel (some of which individually bill to the cardholder) and purchase or fleet (which both centrally bill to the Department). See http://www.fss.gsa.gov/services/gsa-smartpay/taxletter/ for a list these codes.

Because vendors sell products and services that may fall under more than one business line, some transactions that should centrally bill under the purchase or fleet business lines may individually bill, and vice versa. The transfer transaction process is designed to adjust these transactions.

1.13 Transferring Transactions. If a transaction needs to be changed from centrally billed to the Government to individually billed to the cardholder or vice versa, either the cardholder or the approving official, may initiate a transfer by submitting a request via e-mail to the A/OPC. If the A/OPC cannot independently determine the appropriateness of the request, approval of the cardholder's supervisor will be required. Transaction transfers can be done in EAGLS within 90 days from the Transaction Posting date. During this 90-day period, the cardholder should follow their Bureau's policy for submitting a transaction transfer request. After 90 days, an A/OPC must approve the request and forward it to the Bank of America GCSU for processing. The cardholder must submit the following information to their A/OPC (by e-mail when practical):

- Cardholder account number (for security purposes only the last 10 digits)
- Transaction transfer needed: CBA to IBA or IBA to CBA
- Transaction posting date
- Transaction amount
- Merchant name and location
- Reference number (if available)
- Brief description of charge and reason for transfer

1.14 Disputes. If a transaction appears on a cardholder's statement of account that the cardholder did not make, the transaction should be disputed. If a cardholder has made a purchase from a vendor but the price, quantity, or charge is not accurate, or a credit has not been received, the cardholder should try to resolve the disputed charge with the vendor and dispute it in writing with Bank of America within 60 days from the original statement date. When a transaction is disputed, the GCSU will give the cardholder a temporary credit. If the dispute is resolved in the merchant's favor, the temporary credit will be cancelled and the cardholder must pay that amount. If the dispute is resolved in the cardholder's favor, the temporary credit will be replaced with a permanent credit. The dispute form is printed on the back of the cardholder statement of account.

This page intentionally left blank.

Exhibit 1-1 (See INTRODUCTION)

GENERAL GUIDELINE TO CHARGE CARD USE BY BUSINESS LINE

Category	Travel	Purchase	Fleet
Cash advances via ATM based on M&IE and out of pocket requirements	Yes	No	No
Airline, bus, train, and other travel tickets via the TMC	Yes (5)	No	No
Lodging and M&IE expenses	Yes	No (7)	No
Supplies/services	No	Yes (6)	Yes (1)
Vehicle rental/lease	Yes	Yes (1)	No
Vehicle repairs/service	No	Yes (3)	Yes (3)
Building/land lease	No	Yes (1)	No
Fuel/oil for vehicles	Yes (2)	No	Yes (4)
Telecommunications equipment	No	Yes (1)	No
Convenience checks	No	Yes	No

(1) With limitations; see your program or procurement office.
(2) Only for a commercial rental vehicle – use for privately owned vehicles is prohibited.
(3) Except for GSA Interagency Fleet Management System (IFMS) vehicles.
(4) Except for GSA IFMS vehicles with a “wet rate lease” (identifiable by the “Voyager” fuel credit card provided by GSA with the vehicle).
(5) Individuals shall not purchase transportation for anyone other than themselves. Employees who have been authorized to use "corporate accounts" are the only personnel authorized to have tickets issued to new employees without cards, volunteers and/or invitational travelers using those special discounts.
(6) For nonwarranted cardholders purchasing authority may not exceed $2,500 per transaction for supplies and services; or $2,000 for construction.
(7) Except for lodging and meals by fire or emergency crew chiefs for members of their crew.

This page intentionally left blank.

Exhibit 1-2 (see Section 1.2.6.3, Approving Official/Reviewing Official)

SAMPLE
APPROVING OFFICIAL CHECKLIST

The purpose of this checklist is to assist supervisors and approving officials in reviewing cardholders' transactions. At a minimum the following items must be checked.

Travel Business Line Transaction	Yes	No	N/A	Comments
All charges are related to official government travel.				
Travel transactions are appropriate for the cardholder.				
There are no POV related charges such as fuel.				
ATM transactions are associated with official travel.				
ATM advances are within 5 days prior to the beginning of a trip and no later than the last day.				
For Bureaus that centrally bill hotel charges: there are no charges for items such as movies or room service on hotel bills.				

Purchase Business Line Transactions	Yes	No	N/A	Comments
The purchase is necessary and appropriate to execute the program mission.				
Funds are available and have been authorized for the purchase.				
Transactions are not split into smaller purchases to circumvent the single-purchase limit.				
Proper documentation is attached to the statement of account, e.g., itemized original charge slip, original register receipt, or original packing list or shipping documents. In instances where a vendor allowed an individual other than the cardholder to pick up a purchase, the action must be clearly documented and that employee's signature should be on the receipt.				

Exhibit 1-2, page 2, Sample Approving Official Checklist

Receipts are itemized and match the amount on the statement of account.				
Signatures of the cardholder and approving official are on the statement of account .				
The correct object class code is used.				
Action is taken to ensure the transaction is entered into the property system, if applicable.				
Purchases are made from mandatory sources, as applicable.				

Convenience Checks: In addition to the items listed above, approving officials must check to ensure that:	Yes	No	N/A	Comments
NCR/Carbon copies are available for all issued checks.				
No checks are written to prohibited sources, e.g., self, other Federal employees, cash, or vendors that accept the charge card.				
The payee is filled in and matches the name on the statement of account.				
1099 Misc reportable transactions are prepared and submitted to Finance, when applicable.				
All checks are within the check writers' single-purchase limit.				

Exhibit 1-2, page 3, Sample Approving Official Checklist

Fleet Business Line Transactions	Yes	No	N/A	Comments
The purchase is an authorized use of the card				
Proper documentation is attached, e.g., charge slips, register receipts, or invoices				
The receipt amount matches the amount on the statement of account				
Purchases are only for the vehicle/equipment assigned to the card				
Purchases are made by the official users of the vehicle/equipment assigned to the card				
Purchases of bulk fuel are not made on cards assigned to a specific vehicle/piece of equipment				
Statements/cover certificate(s) are signed both the designated cardholder and the Fleet A/OPC or fleet manager				

This page intentionally left blank.

Exhibit 1-3 Sample Exit Clearance (see Section 1.7, When a Cardholder Changes Offices (remains in the same Bureau/Office); Section 1.8 When a Cardholder Changes Bureaus; and Section 1.9 When a Cardholder Leaves DOI)

Sample Exit Clearance

U.S. Geological Survey Manual

344.16 - Employee Clearance Procedures

6/20/01

OPR: Office of Administrative Policy and Services /
Office of Financial Management

1. Purpose. This chapter implements the procedures for clearing USGS and contract employees upon separation from employment with the USGS and provides instructions for completing and processing the automated Form 9-090, Employee Clearance Report (9-090).

2. Policy. It is USGS policy that upon termination of employment, USGS employees must turn in all Government personal property and other "official" items they are responsible for, such as their Government charge card, office keys, Government ID, Government-issued passport, etc., and must liquidate all outstanding debts owed to the Federal Government and to the Government charge card contractor. When all property items are satisfactorily accounted for and all debts owed by the employee are liquidated, clearance shall be given to the employee. **The USGS may withhold final salary payment until the 9-090 has been processed and cleared and will initiate action to offset in full all debts owed to the Government by the employee against final payments due to the employee, including the employee's final salary check, annual leave payment, and retirement. The USGS will also initiate action in accordance with the Travel and Transportation Reform Act (TTRA) and Department of the Interior policies to offset debts owed to the charge card contractor by the employee. It is also USGS policy to "clear" employees prior to their separation or contract termination date. Therefore, employees are to initiate the 9-090 immediately upon intent to separate from the USGS.**

3. Authority. Requirements for clearance of all Government property in the custody of an individual upon his/her separation or transfer are contained in 410 DM 114-60.206. Authority for collecting debts owed to the Government is provided for in PL 104-134, Debt Collection Improvement Act of 1996, and the TTRA.

4. USGS Form 9-090, Employee Clearance Report. The 9-090 is an automated, web-based form designed to eliminate processing paper forms and to expedite the processing of clearances prior to an employee's separation date. The 9-090 is to be used by all employees prior to leaving the USGS to record clearance of all debts and accountability for Government property.

5. Responsibilities.

A. "Initiator" (Employee). It is the responsibility of the employee to initiate and complete Part A of the 9-090 immediately upon intent to separate from the USGS. The employee must: 1) ensure appropriate documentation is prepared to clear any property for which the employee is responsible; 2) repay or clear

Exhibit 1-3, page 2, Sample Exit Clearance

any indebtedness prior to termination, including all outstanding travel advances, payroll debts, library loans, etc; 3) turn in all other items such as office keys, passports, Government ID, parking pass, Government charge card, etc.; and 4) liquidate any balance on the employee's Government charge card. **Notice regarding offset in full of debts owed by the employee upon termination is stated in item #2 above.**

The employee's supervisor or AO may also initiate the 9-090 in the employee's absence or on his/her behalf.

B. "Authorizer" (Supervisor or AO). It is the responsibility of the Authorizer to complete Part B of the 9-090 prior to the employee's separation date. The Authorizer must: (1) ensure that the employee's 9-090 has been initiated upon notification of his/her intent to separate from the USGS, (2) ensure that preparation of an SF 52 has been initiated and that all other applicable items in Part B have been initiated and/or completed, and (3) electronically sign the form when completed. The Authorizer is also responsible for verifying the employee's balance on his/her Government charge card account through EAGLS or an Agency Program Coordinator and for ensuring that the balance of the employee's account upon separation is entered in the appropriate block.

C. Administrative groups. The groups listed below are identified on the 9-090 as responsible for clearing employees through their respective areas and electronically signing the form before the separation date, if possible. These administrative groups are responsible for ensuring that an employee's 9-090 is completed and initiating action when items are not cleared. The Office of Financial Management (OFM) is also responsible for initiating collection actions through Payroll to offset debts owed by an employee against payments due the employee.

- Records Management
- USGS Library
- Property Management Branch
- Office of Acquisition and Grants
- Office of Financial Management.

6. Instructions for Completing the Form 9-090. The automated form is divided into areas of administrative responsibility with approval required by each area. When the Initiator electronically "signs" the form, the form is simultaneously forwarded via e-mail to the Authorizer and each administrative group to be processed and approved by a member of that particular group. Each group is to process and electronically sign the form prior to the separation date. If a group is unable to clear the form before the separation date, then information should be included in the respective 'Comment' field as reference.

A. Part A. To be initiated, completed, and signed by the employee, or by the employee's supervisor or AO (or equivalent) in place of the employee.

1. Use either Netscape or Internet Explorer to go to **https://gsvaresa01.er.usgs.gov/welcome.nsf** [suggestion Bookmark this site];

Exhibit 1-3, page 3, Sample Exit Clearance

2. At the Login screen, type your Lotus ID and password when asked and click Login;
3. At the USGS Business Applications Web site, click on Go to Forms;
4. On the USGS Business Process, click on Create on the 9-090 Clearance Report line;
5. On the 9-090 form, click on the **Select Separating Employee** button.

- After entering the employee's name (or the first letter of the employee's last name) in the 'Last name **starts with'** field, click the **Find** button and click on the name of the separating employee from the drop-down list of names;
- Click the **Assign** button to initiate the form for that employee; some information pertaining to the employee will automatically fill in some blanks with information from the USGS address file. The **Separation Reason** field is to be filled in via the drop-down screen.
- The Authorizer is assigned by clicking the **Select Supervisor/AO** button and selecting the appropriate name, similar to procedure for selecting the separating employee's name;
- **The Separation Date** and the employee's e-mail and mailing address must be manually entered in the specified format

6. When the information is complete, the Initiator will click on the **Submit** button and if there are no errors, the 9-090 is initiated. If an error is detected, an error message will be displayed. Upon correcting the error(s), click the **Submit** button and the form is initiated. The form is sent via e-mail to the supervisor/AO selected in Part A and to all administrative clearing groups simultaneously.

B. Part B. Authorizers and administrative groups will receive an e-mail notification that a 9-090 has been initiated and indicating the location of the 9-090. Authorizers and administrative groups will complete 9-090's as follows:

1. Click on the web site location indicated in the e-mail notification you receive;
2. Authorizers are to 'check' the items as indicated in Part B, and include the amount of the employee's charge card balance (Charge Card Balance field). Charge card balances can be obtained from accessing EAGLS. The administrative groups are to 'check' the items in their respective sections of the form.
3. If the employee has turned in all appropriate items in the respective part of the form, the Authorizer or administrative group signs off on the 9-090 by clicking the appropriate 'Sign Off' button;
4. If all required fields are not 'checked', an electronic signature will not be allowed. The Authorizer or administrative group should indicate any problems with clearing the 9-090 in the respective "Comment" box

C. Part C - OFM Final Approval. Part C is to be completed and electronically signed by OFM if all groups have completed their portion of the 9-090 and there are no debts owed by the employee. If all groups completed the 9-090 and there are outstanding debts or other outstanding items, the 9-090 will not be cleared. OFM will complete the 9-090 and initiate collection action to collect debts and/or resolve items not cleared as indicated on the 9-090.

7. Final Disposition of the 9-090. Once completed and cleared by all groups, the 9-090 record is maintained in an electronic 'historical' file.

Exhibit 1-3, page 4, Sample Exit Clearance

Questions pertaining to this chapter or 9-090 procedures should be directed to the Office of Financial Management, on 703-648-7604. Questions or problems with the automated form should be directed to the USGS Help Desk on 703-648-7300.

/s/Carol F. Aten, Chief
Office of Administrative Policy and Services

NOTE: Accessible on the Internet at **http://www.usgs.gov/usgs-manual/340/344-16.html**

SECTION 2. TRAVEL

Transactions under the travel business line must comply with the Federal Travel Regulation, Departmental Manual, and DOI Financial Administration Memoranda. See http://www.doi.gov/pfm/travel.html Note: None of the features of the travel business line, e.g., ATM cash advances, restaurant charges, etc., may be used independently of authorized official travel. Accounts are not private and are subject to review.

Employees are expected to:

- Use good judgment and management (prudent person rule) and keep their card secured at all times.
- Use their card only in conjunction with official Government travel, complying with the terms and conditions of the Agreement between the Department of the Interior Employee and Bank of America.
- Keep their account in good standing by paying their individually billed transactions in full each month.

2.1 Corporate Accounts may be established to purchase transportation tickets for individuals such as interviewees and invitational travelers. Employees who have lost their card privileges and need to travel are required to have approval by the Program Assistant Secretary or equivalent. This authority may not be redelegated lower than bureau/office Assistant Director for Administration or equivalent (see Section 2.7.1). Corporate accounts may also be used for employees who have applied for but not yet received a card, employees serving without an appointment, and employees and their immediate family members performing relocation travel.

The corporate account may be set up either:

- In the name of organization, with a specific individual designated as responsible for managing and reconciling the account, or
- In the name of an individual responsible for managing and reconciling it (that individual must use a separate account for their own travel.)

Corporate accounts may be used only for transportation tickets under certain conditions, as explained in this document.

2.2 Mission Critical. Cardholders who will be away from the office on official business for extended periods and may thus be unable to file their vouchers on time to receive reimbursement (e.g., firefighters) should be designated mission critical. This will prevent their charge card from being suspended or cancelled due to delinquency. The core requirements for mission critical designations are:

- Actual mission need, not personal convenience.
- Limited number within a bureau/office.
- Limited duration based on actual program requirements, 90-day maximum. Account not in delinquent status.

Supervisors are responsible for notifying the A/OPC when the mission critical designation is no longer needed. Mission critical status must not be abused; cardholders in this status must make every reasonable effort to file for travel reimbursement and pay their charge card bill in full as soon as possible. Employees who are on long-term travel are expected to file vouchers at least every 30 days.

Upon written approval of the cardholder's supervisor and concurrence by the bureau Assistant Director for Administration or equivalent, the A/OPC may designate the cardholder as "mission critical" provided that:

- payments on the account are current (no outstanding delinquency), and
- the nature of the cardholder's work, e.g., extended travel requirements, overseas travel assignments, may prevent the cardholder from being able to make payments for individually billed transactions by the specified due date.

2.2.1 <u>When Delinquent.</u> If a charge cardholder's account is delinquent, i.e., over 30 calendar days past due, and mission critical designation is being requested, the request must:

- Be made in writing, including a justification for the need
- Explain why the account is delinquent
- List steps the cardholder is taking to pay the outstanding balance
- Be signed by the employee's supervisor
- Be transmitted from the Assistant Director for Administration through the Director, Office of Acquisition and Property Management and approved by the Assistant Secretary – Policy, Management and Budget.

2.3 <u>Mandatory Use.</u> In accordance with the FTR, employees are required to use the Government-issued Bank of America MasterCard for all travel expenses and cash advances unless an exemption has been issued. Whenever an employee is on official Government travel, their charge card must be used for the following transactions:

- Transportation tickets, e.g., airline, rail, or bus travel and Travel Management Center (TMC) fees
- Rental vehicles
- Fuel for the rental vehicle
- Lodging
- Advances from an ATM bank teller within 5 calendar days of the official travel
- Airport parking (does not apply if employee is dropped off at airport, requiring short-term parking), and
- should be used for meals and other official expenses when possible.

2.3.1 <u>Exceptions from Mandatory Use.</u> The FTR lists the following categories as being exempt from mandatory use; however, this does not prohibit using the charge card when it is accepted.

- Expenses incurred at a vendor that does not accept the MasterCard
- Laundry/dry cleaning
- Parking at other than airports
- Local transportation system

- Taxis, shuttle buses, and other ground transportation (Note: The charge card is not to be used for local travel; i.e., non-temporary duty/relocation travel. Temporary duty/ relocation travel requires a formal travel authorization.)
- Tips
- Meals (when use of the card is impractical)
- Phone calls if the FTS MCIW telephone calling card is not available
- An employee who has an application pending
- Invitational travel
- New appointees
- Interviewee travel

2.4 Restrictions and Limitations. The card must not be used to purchase any of the following:

- Fuel for a privately owned vehicle (Mileage reimbursements include the cost of fuel).
- Personal or unofficial rental vehicles (Charges must be paid separately with personal funds).
- Travel accommodation or expenses for someone other than the cardholder and family members performing relocation travel. If reserving a block of sleeping rooms or meeting rooms, equipment, and related services, the reservation must be made using the purchase business line or through your supporting procurement office, individual lodging may not be paid with the purchase business line.
- Local travel (charge card may be used for transportation and local travel connected to approved temporary duty travel).
- Consultant travel (if applicable travel provisions should be included in the consultant's contract)

Note: The FTS MCIW telephone calling card must be used for all business and authorized personal calls while on official Government travel. The MasterCard should be used only if the calling card is not available.

2.5 Travel Management Centers (TMCs). Omega World Travel must be used for transportation tickets, lodging reservations (unless for a conference where it is pre-established), and rental vehicle reservations, which will ensure the traveler receives the Government rates when available.

2.6 Permanent Change of Duty Station (PCS). The charge card should be used for intra-bureau house hunting and enroute travel and may be used where possible for other portions of relocation expenses, with bureau consent. The employee will be expected to pay the charge card bill on time. (Reminder: PCS travel vouchers generally take longer to process for reimbursement).

Additional information can be found at http://www.doi.gov/pfm/travel.html

2.7 ATM/Travel Advances. Cardholders with ATM privileges may obtain limited cash advances for official travel expenses via ATM only within 5 days prior to the beginning date of the official travel or while in actual travel status. Travel advances are limited to the expected allowance for M&IE and reimbursable expenses. This may not exceed $250.00 per day and $500.00 per week.

If an ATM advance cannot be issued, a government advance may be requested. A deposit may be made electronically (DD/EFT) into an employee’s checking, savings, or other designated account, (see Section

2.15 if employee has lost ATM privileges.) Convenience checks may not be used to provide travel advances, (see Section 3.11).

2.7.1 Hardship Cases. In cases of extreme hardship, cardholders who have lost charge card privileges may request written approval for a travel advance on a per trip basis from their Program Assistant Secretary or equivalent, who may re-delegate this authority not lower than the bureau Assistant Director for Administration or equivalent level. Consideration of such requests will be made on a per case basis, and approval should not be assumed. The approving office will maintain a written record of all such approvals, as well as the basis for each approval, and forward a copy to the Office of Financial Management. The Assistant Secretary – Policy, Management, and Budget, will regularly review this record.

2.7.2 ATM Terminal Fees. Bank of America ATM terminals do not charge an ATM terminal or access fee when using their card, nor do some credit unions e.g., the DOI Federal Credit Union. Other banks usually do charge a terminal fee. These fees may be claimed for reimbursement on the travel voucher.

Bank of America ATMs may be located by calling 1-800-472-1424, or on the Internet at http://www.bankofamerica.com/govtservices. Click on the "ATM Locator" button in the middle of the screen, fill in the requested information, and click on the "Search for ATMs" button.

2.7.3 Cash Advance Fees. The contract with Bank of America provides for 1.9% cash advance fee. This fee may be claimed for reimbursement on the travel voucher. Reminder, this 1.9% fee will be applied to the cash advance amount plus any terminal or access fee.

2.8 Documentation and Record Retention. For the travel business line, receipts and supporting documentation will be filed with the travel voucher in accordance with rules and regulations for submitting the voucher. Copies of receipts for centrally billed items (listed as "M" items on the charge card statement) such as car rentals, lodging (where allowed), etc., should be submitted with the travel voucher but not claimed as a reimbursable expense on the voucher. (Note: Employees are encouraged to keep copies of all relevant receipts for a minimum of three years.)

2.9 Reconciling the Statement of Account.

2.9.1 Individual and Central Billing of Transactions. Travel is the only business line where some expenses – airline tickets, rental cars, some shuttles, airport parking, and fuel are centrally billed, while other such items as ATM withdrawals and fees, meals, and lodging (except for the Bureau of Reclamation), are individually billed. The centrally billed items will be listed below the "Notice Memo Items Listed Below" line on the cardholder statement of account and will be shown with an "M" printed before the dollar amount; they will not be included in the balance due.

The cardholder must review and verify the accuracy of all "M" billing items just as carefully as if these items were billed for individual payment. Individually billed transactions will appear first on the statement of account. Any incorrect charges must be promptly disputed by seeking credit from the merchant and by contacting Bank of America. All charges that are centrally billed to the finance office will include the identity of the employee who incurred the charge.

2.9.2 Cardholder. The cardholder must do the following:

- Verify that each transaction is legitimate and correct.
- Determine if any transactions need to be transferred from individually billed to centrally billed or vice versa; Request this transfer through the A/OPC.
- Determine if any transactions should be disputed. The dispute must be initiated within 60 days of the date of the statement of account showing the transaction.
- Include a concise, detailed description for each line item e.g., date(s) of travel and destination(s).
- Sign and date the front of the statement.
- Give the signed and dated statement to the approving official within 5 days of receipt.
- Pay individually billed items.
- Follow any additional local policy or procedures.
- File statements of account and supporting documentation in accordance with local policy.

2.9.3 Approving Official. The approving official must:

- Review reconciled statements and receipts.
- Ensure that centrally billed items have not also been included on a travel voucher for reimbursement.
- Assure that cardholders reconcile their account within 5 business days of receiving account statements.
- Validate cardholder statements within 5 business days of receiving them.
- Review exception reports; take action as needed.

NOTE: In lieu of the above manual procedures, Bureaus/Offices are encouraged to seek alternative review procedures, preferably electronic. Such alternative procedures must adequately address the issues of verifying the validity of centrally billed items and minimizing improper or unauthorized use of the charge card. Plans to implement alternate procedures must be approved by the Office of Financial Management and the Office of Acquisition and Property Management before implementation.

2.10 Mailing Payments. Cardholders are personally responsible for paying postage for payment of individually billed transactions. Reimbursement of postage is an incidental expense reimbursed through the M&IE portion of the per diem allowance.

In accordance with the Bank of America Cardholder Agreement, a cardholder must pay Bank of America by the specified payment due date on the statement of account on which the charge first appeared.

2.11 Travel Vouchers. Employees are reminded that Departmental policy requires travel vouchers be submitted within five workdays after completion of travel, or no less frequently than once a month in case of extended travel. The Department must pay travel claims within 30 calendar days after receipt of a proper voucher by the designated travel voucher approving official. Any travel voucher submitted to a designated approving official that cannot be approved must be promptly returned to the employee with an explanation as to why the travel voucher could not be approved as submitted.

Employees must correct/complete the disapproved travel voucher and resubmit it to their designated approving official with a new current signature. Upon receipt of the corrected/completed voucher in the designated approving official's office, the "clock" for late payment re-sets to zero.

The employee's designated approving official must submit the voucher to the finance office for review/audit and payment. Because travelers must be reimbursed for travel within 30 days, designated officials must sign properly completed travel vouchers within 1 to 2 days of receipt.

Travelers reimbursed after the 30 calendar day period from the date of submission of a proper travel voucher or claim will automatically be paid a late payment penalty.

2.12 Fees. Cardholders should avoid late fees and other assessments by paying all undisputed individually billed transactions when they are due. To ensure that their account will be promptly and properly credited, cardholders must always remember to put their charge card account number on the face of any check that they send to Bank of America.

2.12.1 Late Fees. Late fees can be assessed against travel-related charges that are individually billed. A fee of $20 per month will be assessed if the payment is 120 days past the payment due date. The Cardholder must pay these non-reimbursable fees unless they can show that the travel voucher was timely (within 5 business days after returning from travel where the cardholder incurred the expense) and reimbursement has not been received. The Department is required to reimburse the employee for late fees when it delays payment to the employee, causing a late fee to be charged to the employee's individual charge card account.

2.12.2 Returned Check Fee. Bank of America charges a $20 fee for returned checks. This fee is not reimbursable.

2.12.3 Collection Fees. If Bank of America refers a cardholder's account to an attorney for collection, the cardholder will be responsible for attorney 's fees, if any, not to exceed 25% of the account balance, plus all other costs of collection and court costs except where prohibited by law.

2.13 Delinquency. Cardholders must comply with the terms and conditions of the Bank of America Cardholder Agreement, including the timely payment of account balances. When cardholders sign, activate, or use their charge card, they agree to comply with the agreement. Under the terms of the Agreement between the Department of the Interior Employee and Bank of America and the SmartPay contract, payment is due to the Bank by the payment due date specified in the cardholder's statement of account.

2.13.1 Suspension or Cancellation Effect on Other Business Lines. All privileges associated with an account will be de-activated upon suspension or cancellation of a charge account in one business line, e.g., suspension or cancellation of the travel business line in an integrated account will result in suspension or cancellation of any other business line(s) (e.g., fleet and/or purchase) in a cardholder's account.

2.13.2 Suspension and Salary Offset Warning. The cardholder's account will be suspended and further charges prohibited if any undisputed individually billed transactions remain unpaid 61 calendar days after the date of the statement of account on which the charges first appeared. Upon notification from the Bank of America of account suspension at 61 calendar days, the National Business Center Payroll Operations Division will send a letter to the employee and inform him/her of the contractor's request for collection assistance and the employee's due process rights, and will indicate that if the account is not satisfactorily resolved within the next 60 days; (by the 120th calendar day following the date of the statement of account), payroll offset will begin.

2.13.3 Cancellation and Salary Offset. Accounts will be cancelled when an account with an undisputed individually billed balance remains unpaid 96 calendar days after the date of the statement of account on which the charge first appeared. If an account balance is not satisfactorily resolved, the National Business Center may begin salary offset after 120 calendar days.

Employees with a delinquent account for which travel vouchers have not been filed will be subject to disciplinary action in accordance with the Department of the Interior's Personnel Handbook on Charges and Penalty Selection for Disciplinary and Adverse Actions for disregard of directives or regulations.

In addition to the above, in accordance with the terms of the Bank of America Cardholder Agreement, an account may be cancelled if the account has been suspended twice during a 12-month period for non-payment of undisputed principal amounts and becomes past due again.

2.13.4 Due Process. The Department's National Business Center Payroll Operations Division will notify the employee in writing of the contractor's request for collection assistance, inform the employee of his or her "due process" rights relating to the contractor's claim, and indicate that if the account is not satisfactorily resolved within the next 60 days; (i.e., no sooner than the 120th calendar day following the date of the statement of account), salary offset will automatically begin.

NOTE: With regard to travel: salary offset actions will not be initiated when an employee has notified the Payroll Operations Division in writing that they have not been reimbursed for a properly filed travel voucher for expenses/charges causing the offset action request. The Payroll Operations Division will confirm this with the employee's immediate supervisor or travel approving official.

2.14 Credit Bureau Reporting**.** In accordance with the GSA SmartPay contract, any cardholder whose past due account has been cancelled and is not in a Bank of America approved payment plan will be reported to the credit bureaus for having a past due account.

All Government charge card accounts reported to the credit bureau will be identified as a business account issued to the cardholder based on employment, not as consumer credit cards. All accounts reported to the credit bureau will include the following information:

- Masked account number (An account number using only enough of the account number for verification purposes. Other segments of the account number are deleted for security purposes.)
- Balance upon reporting event (i.e., cancellation or charge off)
- Credit limit
- Current balance
- Business Account Type (Account issued based on employment, not personal credit; creditors will take this into account when reviewing an individual's credit history and look at the balance upon reporting event more than the credit limit)
- Current status

2.15 Traveling When Card has been Suspended or Cancelled. Employees who lose their charge card privileges due to misuse or account delinquency must use their personal funds to finance travel expenses, with the exception of transportation tickets, which must be purchased using a corporate account. When personal funds are used, employees will be reimbursed through the travel voucher process. No travel advances (either by cash or check) will be authorized.

2.16 Card Reinstatement. The following steps must be followed to reinstate a cancelled charge card:

- The cancelled account must be paid in full.
- The cardholder must reapply for a charge card.
- The cardholder's supervisor must approve the reinstatement by signing the application.
- The cardholder will only be eligible for a limited use or limited line card without purchase authority.

2.17 Limited Use and Limited Travel Line Cards. If their account was cancelled, the cardholder's existing account will be re-opened as a limited use card or limited line card. A limited line card will have a credit limit set at the level needed to cover a specific trip or trips. A limited use card may be activated only for periods of official travel. Limited use cards may also be authorized for use for a period of time pending charge card privilege reinstatement for cardholders whose charge card privileges have been cancelled for misuse or account delinquency. Limited use cards may have restricted credit limits or other restrictions, such as no cash access, as appropriate for the individual circumstances. Refer to bureau/office policy for further information on limited line and limited use cards, if applicable.

If their account was charged off (see Appendix A for definition), the cardholder will receive a new account and a new limited use card will be issued with the following stipulations:

- Only the travel/fleet business lines will be authorized.
- In the event of previous cash abuse the cash advance privilege may not be restored.
- The A/OPC must specify activation and deactivation dates on a per trip basis. The cardholder's supervisor is responsible for notifying the A/OPC when to activate/deactivate the card.
- The account may be reinstated with lower spending limits, or a specific spending limit may be established for each trip.

SECTION 3. PURCHASE

Purchase business line transactions are billed centrally to be paid by the government. Transactions under the purchase business line must comply with all applicable regulations, including the Federal Acquisition Regulation. Cardholders delegated purchase authority are responsible for observing the "prudent person" rule; that is, they are expected to use the card practically and sensibly and to exercise good judgment in its use at all times.

In accordance with Federal Acquisition Regulation 13.201(b) "The Governmentwide Commercial Purchase Card [Integrated Charge Card] shall be the preferred method to purchase and to pay for micro-purchases."

In accordance with the Freedom of Information Act lists of cardholders with purchase authority is public information. Therefore only the cardholder's office address may be used as the address of record for the bank's system.

3.1 Eligibility. Employees must have their supervisor's approval and meet all training requirements before being authorized to make purchase transactions. Periodic refresher training will be required. Termination of purchasing authority may be made for cause, e.g., no longer have a need, splitting orders, etc. Cancellation of travel privileges due to failure to pay the Bank and/or misuse will result in the cancellation of purchase authority as well.

3.2 Purchase Authority Reinstatement. The following steps must be followed to reinstate a cancelled charge card:

- The cancelled account must be paid in full;
- The cardholder must reapply for a charge card.
- The cardholder's supervisor must approve the reinstatement by signing the application.

Requests for reinstatement of the purchase business line should be submitted to Director, Office of Acquisition and Property Management for approval. The request must include in addition to the items above the following:

- Any limited use card issued must have been in good standing for at least one year.
- Written request stating the need for the reinstatement including background on why purchase authority was lost.
- A recommendation to reinstate the purchase authority from the bureau procurement chief and the lead A/OPC.

3.3 Authorized Uses. When delegated purchase authority, the cardholder may use the card to charge supplies, equipment, short-term rental of equipment, some services, and repairs.

3.4 Procedural Requirements.

- Ensure that funds are available at the time of purchase.
- Prior to purchasing the requirement(s) from a commercial source, the purchaser must check with the following sources, listed in descending order, to determine whether any of these sources could satisfy their requirement.
    - Excess government property.

- Federal Prisons Industries, Inc. (UNICOR).
- JWOD (Committee for purchase from people who are blind or severely disabled). See www.JWOD.gov

A preferred source is:

- Optional Use Federal Supply Schedules

Cardholders should:

- Distribute repeat buys equitably among qualified vendors, using small businesses whenever possible.
- Verify the quantity, quality, and prices of items on sales agreement/receipt.
- Notify the vendor that the purchase is tax exempt.
- Not accept surcharges for using the card (notify bureau lead A/OPC if this happens).

Cardholders should purchase recycled products and energy efficient products to make efficient use of natural resources. Whenever practicable, cardholders must use products that:

- Are made with recycled content
- Have less packaging (no shrink wrap)
- Are energy efficient
- Do not create hazardous waste
- Incorporate other environmentally preferable attributes

See EPA website: http://www.energystar.gov/products/ for "green" recycled/energy efficient product sources.

Energy Efficient Standby Power Devices: Executive Order 13221 of July 31, 2001 directs agencies to purchase products that consume no more than one watt when they are in "standby power" mode. The order applies to commercially available, off-the-shelf devices that use either external standby power, or contain an internal standby power function, such as cell phones and computer equipment.

3.5 Spending Limits. For non-warranted cardholders, the maximum single-purchase spending limit is $2,500 for supplies and services, $2,000 for construction. Transactions must not be split into smaller purchases so that each order falls within the single purchase limit. Purposely splitting a procurement may result in the cancellation of purchasing authority and disciplinary action. Repeated purchases over short periods of time may be considered splitting requirements. Contact your supporting purchasing office for guidance. Only warranted cardholders may make purchases over $2,500.

3.6 Prohibited Uses. Transactions must comply with the Federal Acquisition Regulation as well as other Departmental/Bureau policies and procedures. It is important to note that many items may require special approval or may be prohibited. Contact your purchasing office for details. The card *must not* be used to purchase:

- Firearms and weapons
- Major telecommunications systems e.g., PBX
- Long-term rental or lease of buildings (12 months or more)
- Repairs for GSA vehicles

- Printing and copying regardless of dollar amount unless there is a written GPO waiver
- Supplies or services from commercial sources when the same products are available from the required sources above
- Additionally, official Government travel expenses must be charged to the travel business line; e.g., common carrier transportation tickets, ATM withdrawals, telephone calls, vehicle rental for an individual on travel status, meals, etc.

3.7 Central Billing of Transactions. Transactions should bill centrally to the government. However, cardholders with both the travel and purchase business lines on their card may have some transactions individually billed that should have been centrally billed, i.e., a meeting room in a hotel. In those cases, the cardholder should request through the A/OPC that the transaction be transferred to centrally billed category see Section 1.13.

3.8 Documentation and Record Retention. Purchase business line cardholders must retain all original receipts and supporting documentation for a period of three years after final payment. (See FAR 4.805(b)(4)). All receipts and statements of account must be centrally filed in accordance with Bureau/office policy and be made available for audit or review.

3.9 Property Accountability. All non-expendable personal property purchased and paid for using the charge card or convenience checks must be reported to the appropriate bureau/office property office for appropriate government identification and as appropriate, inclusion in the property accountability system, in accordance with bureau/office property reporting requirements.

When a cardholder takes possession of property at the time of purchase, the cardholder may be held liable for loss, damage, or destruction in the amount of such loss of property. Cardholders should take all reasonable and prudent precautions to protect property and must ensure that an accountable officer, custodial officer, or other authorized recipient signs a property receipt.

3.10 Reconciling the Statement of Account.

3.10.1 Cardholder. The cardholder must do the following:

- Verify that each transaction is legitimate and correct.
- Determine if any transactions need to be transferred from individually billed to centrally billed or vice versa; Request this transfer through the A/OPC.
- Determine if any transactions need to be disputed. The dispute must be initiated within 60 days of the date of the statement of account showing the transaction.
- Include a concise, detailed description for each line item.
- Sign and date the front of the statement.
- Give the signed and dated statement to the approving official within 5 days of receipt.
- Pay individually billed items.
- Follow any additional local policy or procedures.
- File statements of account and supporting documentation in accordance with local policy.

3.10.2 Approving Official. The approving official must:

- Review reconciled statements and receipts.

- Ensure that centrally billed items have not also been included on a travel voucher for reimbursement.
- Assure that cardholders reconcile their account within 5 business days of receiving account statements.
- Validate cardholder statements within 5 business days of receiving them.
- Take appropriate corrective action if a cardholder misuses their convenience checks.
- Review exception reports; take action as needed.
- Ensure the purchase is entered in the property system, if applicable.

3.11 Convenience Checks. Convenience checks are available only under the purchase business line. Convenience checks are personalized with the cardholder's name, the agency, office address, and the single-purchase limit. As with the card, this authority is not transferable. When checks are received, all information should be verified and the quantity received checked. The check supply must be secured and periodically inventoried.

3.11.1 Eligibility. Convenience checks are available, at bureau discretion, in the purchase business line only. However, they are not necessarily available to everyone with an account in the purchase business line. This feature will be available only to select cardholders. All regulations, policies, special requirements, and approvals that apply to purchasing must be followed when using convenience checks. In addition to purchase business line training, cardholders must complete training on convenience checks prior to being authorized to issue checks.

3.11.2 Authorized Uses. Because of the fees associated with convenience check use, as well as Federal (41 CFR 208) and Departmental policy (Financial Administration Memorandum 98-034, dated December 17, 1998), convenience checks may be used only where charge cards are not accepted by a merchant, for emergencies related to fire fighting and rescue, and for other approved purposes that comply with the Debt Collection Improvement Act (see DOI Acquisition Policy Release 19997-7, dated May 18, 1999, and Department of the Interior Financial Administration Memorandum No. 98-034, dated December 17, 1998).

These limitations on using convenience checks are necessary because the Department of Treasury has ruled that convenience checks (like other checks) are not Electronic Funds Transfer compliant, i.e., the Debt Collection Improvement Act requires, with limited exceptions, that Federal payments be made through electronic means.

Convenience checks may be issued to:

- vendors who do not accept the card
- volunteers for reimbursement of expenses
- support emergency incidents

3.11.3 Restrictions and Limitations. Convenience checks must not be used to pay:

- vendors who accept the charge card
- vendors under other acquisitions (purchase orders, contracts, etc.)

- online auction sites such E-Bay (to preserve disputes rights afforded with use of the card)
- employee reimbursements
- cash advances
- salary payments, cash awards, garnishments, or any transaction process through the payroll system
- travel-related transportation tickets
- meals or, lodging related to employee travel
- rental or lease of vehicles when in travel status
- for third party pick up of goods where the charge card is accepted

Only as a last option with merchants that do not accept the charge card, and in accordance with bureau policy, may a convenience check be used for:

- purchase of telephone services
- repairs for GSA vehicles
- fuel or oil vehicles

3.11.4 Ordering and Safeguarding. The initial order must be placed by the A/OPC. The cardholder may place subsequent orders. Because checks are negotiable forms, they must be safeguarded. Unused checks should periodically be inventoried.

3.11.5 Issuing Checks. Checks must be used in sequential order. Each convenience check should be entered in the check register for tracking purposes to avoid exceeding the spending limit. Charge card transactions should also be entered, to help you avoid exceeding spending limits. A check fee of 1.9 percent of the dollar amount of each check written must also be deducted. The following information must be entered on the check:

- DATE: Enter the date on which the check is being issued. Spell out the date (e.g., May 5, 2002). Do not predate or postdate a convenience check.
- PAY TO THE ORDER OF: Enter the name of the payee. Under no circumstances may the convenience check be issued to “cash” or the payee line left blank. Checks may not be issued to “self.”
- AMOUNT: Write the amount of the convenience check in the spaces provided in numbers and words, e.g., One hundred twenty-six dollars and 39/100, followed by a horizontal line out to the end of the space provided, and $126.39 in the applicable space.
- Write convenience checks only for the exact amount of the purchase. If a refund is received or the vendor gives change, this refund must be reported immediately to the local collection office for deposit, whether it is given in the form of cash or check. If the vendor issues a refund check, it should be payable to USDI and the bureau name. Refunds must not be deposited in the Bank of America checking account or used for another purchase.
- MEMO (ADDITIONAL INFORMATION): Information may be entered about the purchase, i.e., AST project.
- AUTHORIZED SIGNATURE: Sign checks in the space provided. The signature must be in the same format as the name printed on the convenience check; e.g., if your first, middle, and last names are spelled out in full rather using initials, your signed name must also be spelled out in full.

3.11.6 Collecting IRS 1099 MISC Data. The IRS requires that information be collected for reporting income to the IRS when a convenience check is used for purchases with certain budget object classification codes. IRS Form 1099 MISC is used to collect that information. Exhibit 3-1 provides instructions for completion.

3.11.7 Reconciling the Account. In addition to the items in Section 3.10 above, the statement of account must be checked against the check register to ensure there are no discrepancies. Any discrepancies must be resolved.

3.11.8 Documentation and Record Retention. Convenience checks include an original and carbon copy. A NCR/carbon must be created and retained as an official government record. Supporting information must be attached. Supporting documentation should be marked “Paid by Convenience Check”, along with the check number.

The original check register, all receipts, and supporting documentation must be filed with the monthly statement of account in accordance with Bureau/Office record retention policy.

3.11.9 Copies of Cleared Checks. Cleared checks are not returned to the account holder. To obtain a copy of a cleared check, call Bank of America at 1-800-472-1424.

3.11.10 Voiding Checks. In case of an error when there is a need to void a check, the account holder must write “VOID” on the carbon copy, note the check was voided in the check register, and destroy the original check destroyed.

3.11.11 Issuing Replacements. If a check has been lost, become stale-dated, or is otherwise in error, a replacement check may be issued. Before a replacement is issued, the account holder must verify that the original check has not been paid. This can be done by examining the statement of account or by contacting the Bank of America. If the check has been paid, a copy may be requested from the Bank. If the check has not been paid and the original check cannot be returned to the accountholder, a stop payment must be placed on the initial check before a new check is issued.

3.11.12 Stop Payment Orders. To place a stop payment order on a check issued but not yet honored, notify Bank of America immediately by calling 1-800-472-1424. After it has been determined that the check has not been honored, the carbon copy should be marked “PAYMENT STOPPED”. There is a fee for each stop payment order.

3.11.13 Destroying an Unused Check Supply. If checks become outdated due to form changes or are received with misprinted information; if the employee resigns, retires, etc., or if the checks are no longer needed, they should be destroyed (shredded). The A/OPC, supervisor, or other employee (if supervisor or A/OPC are not available) must witness the destruction. The check register should be annotated that the checks were destroyed, the reason, and the name and signature of the witness.

3.11.14 Reporting Lost or Stolen Cards/Checks. If charge cards or convenience checks are lost or stolen, the cardholder must notify:

- Bank of America immediately at 1-800-472-1424. See the “Introduction” for additional numbers.
- Their supervisor as soon as possible.
- The A/OPC within one working day of the discovery.

The same Federal law that protects your personal credit also applies to the government card. If unauthorized use of a lost or stolen card occurs, the liability of the government will not exceed the lesser of

$50 or the amount of related transactions. There is no fee for reporting lost or stolen convenience checks or for requesting a replacement account.

This page intentionally left blank.

Exhibit 3-1 IRS Form 1099 Miscellaneous (See 3.11.6 Collecting IRS 1099 Misc Data)

PAYER'S FEDERAL ID #: RECIPIENT'S ID:	OMB NO.1545-0115
84-0437540	
	MISCELLANEOUS
RECIPIENT'S NAME:	INCOME
	1999 COPY 'B'
STREET ADDRESS:	
CITY, STATE, AND ZIP CODE:	
ACCOUNT NUMBER (OPTIONAL):	
FORM 1099-MISC DEPARTMENT OF TREASURY - INTERNAL REVENUE SERVICE	
BUSINESS CATEGORY: (CHECK ONE) __ INDIVIDUAL __ SOLE PROPRIETOR ___PARTNERSHIP __ CORPORATION	
CHECK INFORMATION: NUMBER____________ DATE____________ AMOUNT	
BOC____________ CHECK WRITER'S NAME:	
CHECK WRITER'S PHONE NUMBER:	
PAYER'S FEDERAL ID #: RECIPIENT'S ID:	OMB NO.1545-0115
84-0437540	
	MISCELLANEOUS
RECIPIENT'S NAME:	INCOME
	1999 COPY 'B'
STREET ADDRESS:	
CITY, STATE, AND ZIP CODE:	
ACCOUNT NUMBER (OPTIONAL):	
FORM 1099-MISC DEPARTMENT OF TREASURY - INTERNAL REVENUE SERVICE	
BUSINESS CATEGORY: (CHECK ONE) __ INDIVIDUAL __ SOLE PROPRIETOR ___PARTNERSHIP __ CORPORATION	
CHECK INFORMATION: NUMBER____________ DATE____________ AMOUNT	
BOC____________ CHECK WRITER'S NAME:	
CHECK WRITER'S PHONE NUMBER:	

This page intentionally left blank.

SECTION 4. FLEET

4.1 Eligibility. The integrated charge card can be used for DOI vehicles, equipment, boats, and small airplanes owned or leased by DOI bureaus/offices. However, vehicles in the GSA Interagency Fleet Management Systems (IFMS) are not covered; the GSA fleet charge card should be used for these vehicles.

4.2 Fleet A/OPC or Fleet Manager. the Fleet A/OPC or Fleet Manager is responsible for card distribution, record maintenance in EAGLS, establishment of transaction dollar limits for the fleet charge card business line and reconciling the statement of account. The Fleet A/OPC or Fleet Manager may also be the "designated cardholder".

4.3 Designated Cardholder and Approving Official. For the purposes of the fleet business line the individual who reconciles the account and prepares the certification or signs the statements will be referred to as the "cardholder". The supervisor of the fleet manager will be designated as the "approving official" with responsibility to approve the statements/certification. This responsibility may not be redelegated.

4.4 Account Holder/Account Name. In setting up vehicle accounts, vehicle account names will be the vehicle license number (typically I-followed by numbers). When setting up equipment fleet line accounts, ensure that the account name begins with the DOI bureau/office location cost center code, followed by a unique identifier (e.g., 4427-Forklift1, or 4427-Misc1). No two accounts may have the same account name.

When a charge card is assigned to a vehicle, major piece of equipment, boat, or aircraft, the license plate or property number will be embossed on the charge card and is to be used only for that assigned vehicle, equipment, boat, or aircraft. It is not necessary to maintain separate cards for individual items of small motorized equipment, e.g., lawn mowers, chain saws, etc. One charge card may be used to obtain fuel, lubrications, and other supplies for such equipment. In all instances, local procedures must be established to ensure controlled use of the card.

4.5 Card Use. The card must be used when purchasing the following items for motor vehicles, equipment, boats, and small airplanes either owned or leased by DOI:

- Fuel, oil, supplies/parts
- Service and repair

4.6 Environmentally Preferable Products. Use environmentally preferable and re-refined oil products whenever practical. The Resource Conservation and Recovery Act requires Federal agencies to acquire products composed of the highest percentage of recovered materials practical, unless the products are not reasonably available within a certain period of time, the products fail to meet applicable performance standards, or the products are available only at an unreasonable price.

Several sources of supply are available for re-refined engine lubricating oil and other environmentally preferable vehicular products. The Defense Logistics Agency – Defense Supply Center Richmond (DLA-DSCR) sells several grades of commercial and heavy-duty refined oil that have been tested and meet the American Petroleum Institute's performance classifications and viscosity grades. Telephone orders are accepted at 1-800-345-6333. For more information, please refer to: http://www.dscr.dla.mil/environmental.htm

For information regarding retread tires and other fleet-related, environmentally preferable products, access the GSA's Environmental Programs web site at**:** http://pub.fss.gsa.gov/environ/

4.7 Prohibited Uses. The card may not be used for:

- Fuel, oil, and supplies/parts for privately owned vehicles
- Service and repair for privately owned vehicles

4.8 Central Billing of Charges. Transactions on the fleet business line should centrally bill to be paid directly by the government.

4.9 Documentation and Record Retention. All fleet receipts must be maintained in accordance with bureau/GSA instructions. Statements will be centrally filed together with a copy of the applicable signed certification if applicable. Certifications with original signatures must be retained on file for a minimum of three years. See Section 4.10.

Data required for the Agency Motor Vehicle Report, Standard Form 82, and Executive Order 13149, Greening the Government Through Federal Fleet and Transportation Efficiency", must be collected at the fueling point.

Information to be provided by the driver at the automated fueling point of sale will be decided by bureau/office fleet managers in coordination with the A/OPC and Bank of America. Data collection needs to satisfy external reporting requirements should be taken into consideration.

4.10 Reconciling Statements. Bureaus/Offices must establish local procedures for reconciling the fleet statement of account. Offices may wish to develop a "certification sheet" for verifying statements because of the potential number of statements that could be received each month.

4.10.1 Cardholders must:

- ensure the purchase is an authorized use of the card.
- ensure proper documentation is attached for each purchase, i.e., charge slips, register receipts, or invoices.
- ensure the receipt amount matches the amount on the statement of account.
- ensure purchases are only for the vehicle/equipment assigned to the card.
- purchases are made only by official users of the vehicle/equipment assigned to the card.
- ensure purchases of bulk fuel are not made on cards assigned to a specific vehicle/piece of equipment;
- determine if any transactions need to be transferred from centrally billed to individually billed.
- determine if any transactions need to be disputed; the dispute must be initiated within 60 days of the date of the statement of account showing the transaction.
- sign the front of the statement of account or prepare and sign a certification for all statements received

- give the signed and dated statements/certification to the approving official within 5 days of receipt.
- file the certification, statements of account and supporting documentation in accordance with local policy.

4.10.2 <u>The Approving Official.</u> The approving official must:

- review reconciled statements and receipts and cover certification, if applicable.
- assure that the cardholder reconciles the account within 5 business days of receiving account statements.
- validate fleet statements by signing the statements or cover certification within 5 business days of receiving them.
- review exception reports; take action as needed.
- ensure the purchase is entered in the property system, if applicable.

This page intentionally left blank.

APPENDIX A: ACRONYMS AND DEFINITIONS

Accountable Property. Property for which accountability or property control records are maintained, and may or may not be charged to a general ledger control account. Accountable property includes capitalized, non-capitalized, sensitive, leased and contractor-held property, and stores property.

Agency. The Department of the Interior, which may be further broken down to include bureaus, offices, and programs.

Agency/Organization Program Coordinator (A/OPC). The primary liaison with the Bank of America and the Office of Acquisition and Property Management (PAM), Office of Financial Management (PFM), and the National Business Center (NBC) on technical and policy issues.

Approving Official. Can be used interchangeably with "Reviewing Official." Individual responsible for oversight and monitoring of designated cardholders' compliance with established rules and procedures.

Billing Date. Can be used interchangeably with "Closing Date." The last date that charges can appear on a statement of account. For DOI, that is the 19th of the month.

Business Line. The charge card program is comprised of three "business lines": travel, purchase, and fleet. Each of these is made up of a group of charge card activities with common functional characteristics, e.g., supports travel, purchase, or fleet. These functions are integrated into one card and one administrative set-up. Also see Integrated.

Cardholder. Any individual issued a card. Cardholders include users of both charge cards and convenience checks. Specific to fleet: any individual, vehicle/equipment, or agency issued a charge card.

Cardholder Agreement. The "Agreement between the Department of the Interior Employee and Bank of America." The Agreement formally documents and assigns the Bank's and cardholders' responsibilities regarding use of the charge card. This program guideline supplements that Agreement with DOI policy and procedures. By signing the application form and activating, signing, or using the card and/or account, a cardholder agrees to be bound by the terms and conditions of the Agreement.

Cancelled Account. Occurs when an account with an undisputed individually billed balance remains unpaid 96 calendar days after the date of the statement of account on which the charge first appeared. An account may also be cancelled if the account reaches suspension status for the third time within a 12-month period. Suspension or cancellation will affect all privileges associated with the cardholder's account.

Centrally Billed. Transactions that are billed directly to the government and paid by Finance; includes purchase of goods and services, convenience check transactions, temporary duty (TDY) travel transportation charges, and rental car expenses.

Charged Off Account. A cancelled account with a balance that continues to remain unpaid 210 days is determined to be uncollectable by the bank and written off as "bad debt." At the Bank's discretion, collection action may continue on these accounts.

Closing Date. Can be used interchangeably with Billing Date. The last date for which charges appear on a statement. For DOI, that is the 19th of the month.

Convenience Check. A Bank of America check that may be written on designated purchase business line accounts within established dollar limits.

Corporate Account. Applicable to the travel business line only; an account used to purchase transportation tickets for individuals who do not have a travel account. This includes invitational travelers, interviewees, employees serving without appointment, and family members for relocation travel. Travel expenses of contractors and subsistence expenses of employees may not be charged to this account. No physical card is issued.

Default Cost Code. May be used interchangeably with Master Accounting Code. The account code that will be applied to all transactions for a cardholder's account for budget tracking purposes.

EAGLS. Electronic Account Government Ledger System (EAGLS), a Bank of America Internet-based system to help perform administrative changes to cardholder information and analyze program activities. All DOI cardholders may have access to EAGLS. A user ID and password from Bank of America are required. EAGLS can be accessed at www.gov-eagls.bankofamerica.com

GCSU. Bank of America's Government Card Services Unit. This customer service group assists both A/OPCs and cardholders. The toll-free telephone number is 1-800-472-1424.

GCSUTHD. Bank of America's Government Card Services Unit Technical Help Desk. This group assists EAGLS users. The website is www.gcsuthd.bankofamerica.com. The toll-free telephone number is 1-888-317-2077.

Hierarchy. The organizational structure of the charge card program, which is composed of up to eight levels from cardholder to the Department.

Individually Billed (IB). Reimbursable transactions that the cardholder must pay. Examples include lodging (except for Bureau of Reclamation), meals, and ATM cash advances.

Integrated. Two or more business lines whose processes are combined on the front end (i.e., at a minimum, account maintenance and customer service) or the back end (i.e., at a minimum, reconciliation, reporting, and invoicing), or both; may be a single card or multiple cards. Cardholders may be authorized with only one business line or all business lines.

Limited Use Card. A charge card activated only for periods of an individual's official travel. Limited use cards may also be authorized for use for a period of time pending charge card privilege reinstatement for cardholders whose charge card privileges have been cancelled for misuse or account delinquency. Limited use cards may have restricted credit limits or other restrictions, such as no cash assess, as appropriate for the individual circumstance. Activation and deactivation card management is required for at least one year.

Management Control. From OMB Management Circular A-123: Management controls are the organization, policies, and procedures used to reasonably ensure that (I) programs achieve their intended results; (ii) resources are used consistent with agency mission; (iii) programs and resources are protected from waste, fraud, and mismanagement; (iv) laws and regulations are followed; and (v) reliable and timely information is obtained, maintained, reported and used for decision making.

Master Accounting Code (MAC). May be used interchangeably with "Default Code." The account code that will be applied to all transactions for a cardholder's account for budget tracking purposes.

Merchant Category Code (MCC). A four-digit code used to identify the type of business a merchant conducts. Gas stations, restaurants, and airlines are a few examples. The vendor selects this code with Bank. The code controls where purchases are permitted and determines if the item is centrally or individually billed.

Mission Critical. A designation for certain employees, the nature of whose work, e.g., extended travel requirements, or overseas travel assignments, may prevent them from being able to make payments for individually billed travel-related transactions by the specified payment Due Date in which the charge first appeared. Only accounts in good standing are eligible for mission critical designation. See Section 2.2.

Net Credit Losses. Balances in individually billed accounts that reach 180 calendar days past the closing date on the statement of account in which the charges appeared for the reporting period, less recovered amounts. Recovered amounts are net of recovery fees paid to third parties.

Option Set. A table of authorization controls or an option set that includes spending limits and authorized merchant category codes.

Reviewing Official. May be used interchangeably with "Approving Official." Individual responsible for oversight and monitoring of designated cardholders' compliance with established rules and procedures.

Sensitive Property. Property that must be controlled, regardless of value, by detailed accountability records. Sensitive property shall, at a minimum, include firearms and museum property.

SmartPay Program. A GSA program consisting of contracts for charge card services from which Federal agencies may select charge card contractors for their travel, purchase, and fleet needs.

Suspension. Occurs when any undisputed individually billed transactions remain unpaid 61 calendar days after the "date of the statement of account" on which the charges first appeared.

This page intentionally left blank.

APPENDIX B: FORMS

A variety of forms including the following are available for download at www.gcsuthd.bankofamerica.com/ then click on "Forms." Instruction for completing and submitting these forms is included in each link.

Integrated Charge Card Account Setup/Application
Disputes
Hierarchy Change
Point of Contact Information
Order Convenience Checks

This page intentionally left blank.

APPENDIX C: PENALTIES FOR MISUSE

See Section 1.2.6.1 Bureau/Office Requirements, also see DOI Departmental Manual, Part 3, Table of Penalties.

For travel-related issues see FAM 2000-10 www.doi.gov/pfm/policy.html Resolving Delinquencies on Individually-Billed Travel Charge Card Accounts

This page intentionally left blank.

APPENDIX D: REPORTING TOOL

The reporting tool designed to assist in the management of the card program by providing data derived from EAGLS may accessed at www.gov-eagls.bankofamerica.com

A/OPCs, approving officials, property, finance/budget personnel, supervisors and managers all may benefit from using it.

The reporting tool can assist in:

- managing delinquency
- identifying trends
- monitoring behavior
- tracking spending

Instructor led classes are available from Bank of America. An EAGLS User Guide and Job Aids are available for self-instruction.

A listing of available reports with detailed descriptions, suggested uses and update frequency can be found on EAGLS. From the EAGLS main menu select Training from the main menu, then choose either EAGLS User Guide or Job Aids.

The reporting menu may be customized to display only frequently used reports. Reports may also be pre-scheduled to run at a future time.

Reports may be viewed using any of the following:

- Info Analyzer, a third party software application that may be downloaded free of charge, is the preferred method for viewing reports
- Microsoft Word
- Microsoft Excel
- HTML

Some of the more frequently run reports include:

- Delinquency - cardholders with past due balances
- Account Listing - check that cardholders are current employees for a specific group
- Pre-Suspension - cardholders in danger of temporarily losing card privileges due to a past due balance
- Account Activity Travel - who had travel-related transactions
- Transaction Activity - detail of transaction at the individual account level
- Suspension/Pre-Cancellation - cardholders in danger of temporarily losing card privileges or having their account closed for a past due balance
- Cancellation - accounts that have been closed due to delinquency

Exception Reports. Reports specifically created at DOIs request designed to identify potential misuse are also available. See your A/OPC for details.

This page intentionally left blank.

APPENDIX E: RELATED WEBSITES

DOI Integrated Charge Card Homepage http://www.doi.gov/pam/chargecard/
includes the DOI Charge Card Guide, updates such as Charge Card Bulletins, and internet links to program support;

BLM Integrated Charge Card Training http://www.ntc.blm.gov/chargecard/index.html
one of several online general charge card cardholder training programs available

DOI Integrated Charge Card Training for Approving Officials http://www.doi.gov/pam/charge.html
online mandatory approving official training

Tax Exemptions www.doi.gov/pam/exempt.html http://www.fss.gsa.gov/services/gsa-smartpay/taxletter/
DOI tax exemption information and individual State tax letters

DOI Office of Financial Management http://www.doi.gov/pfm/travel.html
travel policy, Internet links to travel related sites

Bank of America EAGLS www.gov-eagls.bankofamerica.com
allows online account inquiry/maintenance; links include reporting tool, forms, training and help

Bank of America Government Services http://www.bankofamerica.com/govtservices
overview of services Bank of America offers to the Government

Bank of America Government Services Technical Help Desk www.gcsuthd.bankofamerica.com
you may request your password be reset, includes MCC table, FAQs, InstaTech and forms

Committee for Purchase from People Who Are Blind or Severely Disabled www.jwod.gov www.jwod.com
products and services, how to participate with JWOD

Defense Logistics Agency (DLA) (to order re-refined engine lubricating oil http://www.supply.dla.mil,
http://www.dscr.dla.mil/products/pol/polintro.htm
products and services

Defense Supply System Environmental Products and Services http://www.dscr.dla.mil/environmental.htm
products and services

Energy and Environmental Friendly Products www.epa.gov http://www.energystar.gov/products/
products and services

Federal Prison Industries, Inc. (UNICOR) http://www.unicor.gov
products and services

GSA's Smarter Solutions for a Better Environment http://pub.fss.gsa.gov/environ/
products and services

GSA Advantage http://www.gsaadvantage.gov
products and services

GSA SmartPay http://www.fss.gsa.gov/services/gsa-smartpay/smpayindex.cfm
includes GSA SmartPay A/OPC Survival Guide; Program Overview; Point of Sale Discounts; Contract Guide; But I didn't know…Helpful Hints for Travel Cardholders; Download GSA SmartPay Card Background Designs; Download SmartPay Logo

U.S. Geological Survey - Exit Clearance http://www.usgs.gov/usgs-manual/340/344-16.html
sample procedure